

Online Customer Support Agent

Working for a customer focused exciting, young company that is at the forefront of their industry. The ideal candidate will have suitable experience working within a pro-active environment and within a Customer Support focused team.

The successful candidate will be required to be on hand during set working hours in shifts to answer specific product and service related customer support queries via email and live chat.

Must be completely fluent in English (native speaker written standard) and have suitable experience.

RESPONSIBILITIES

- At the forefront of the company operations, you will be responsible for maintaining and developing a high standard of customer service in providing timely support to all of it's customers via Email & Live Chat
- Investigating and solving customers' problems, which may be complex or long-standing
- Issuing refunds/bonuses/compensations to customers
- Testing of new products and solutions, identifying and highlighting technical issues and raising tickets using the company's ticketing system to ensure all items are resolved and communicating the status of this process to customers where necessary
- Respond to customer queries with the aim of achieving first contact resolution
- Advise end customers on options available to them
- Assign initiatives to customers based on set guidelines and frameworks
- Follow up promptly with customers to resolve issues
- Maintain and update customer details within online platforms
- Report customers feedback to respective internal teams to improve customer experience

SKILLS

- Must have perfect "native" English written skills
- Cultural understanding of Australia an advantage
- Good communication skills that allow you to inform, help and advice customers and colleagues
- To understand industry best practices and strive to reach the highest quality levels
- Good problem-solving skills with self starter initiative - good at getting things done
- Confidence, patience, politeness, tact and diplomacy, when dealing with difficult situations
- Motivational skills and an ability to supervise/lead a team of customer support agents
- Thorough troubleshooting skills
- Willingness and enthusiasm to own any issue that comes your way
- Experience with email and live chat platforms
- Degree graduate in any discipline – ideally service related
- Ability to speak and write Simplified Chinese an advantage
- Needs to be self-starter, reliable and motivated

REQUIREMENTS

- 5+ years suitable experience
- As part of the recruitment process, be able to complete role play scenarios – potentially undertake a simple test brief to demonstrate approach and manner
- Worked within an office environment before
- Used online customer support ticketing systems previously
- Used customer relationship platforms before

WORKING TIMES:

- Full-time within shift timeframes - 40 hours per week

SALARY & PACKAGE

- Salary 2,500 to 4,000 - subject to experience